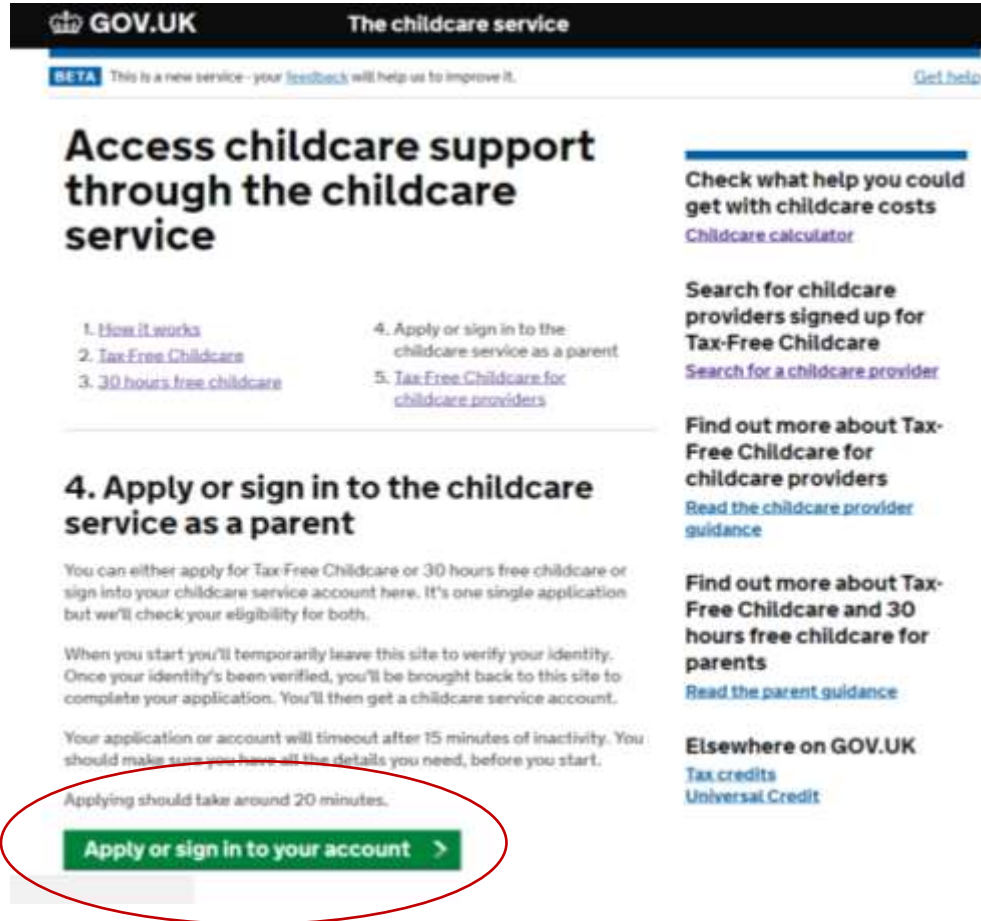


How parents who've applied for 30 hours already can access their account

Access to the childcare service via - <https://childcare-support.tax.service.gov.uk/>

To get into their account, parents should click "4. Apply or sign in to the childcare service as a parent". They'll then see this screen:



The screenshot shows the GOV.UK website for the childcare service. The header includes the GOV.UK logo and the title "The childcare service". A beta notice states: "BETA This is a new service - your feedback will help us to improve it." and a "Get help" link. The main heading is "Access childcare support through the childcare service". A list of steps is provided: 1. How it works, 2. Tax-Free Childcare, 3. 30 hours free childcare, 4. Apply or sign in to the childcare service as a parent, and 5. Tax-Free Childcare for childcare providers. The fourth step is highlighted with a red circle. Below this, there is a section titled "4. Apply or sign in to the childcare service as a parent" with explanatory text and a green button labeled "Apply or sign in to your account" with a right-pointing arrow. To the right of the main content, there are several links: "Check what help you could get with childcare costs" (Childcare calculator), "Search for childcare providers signed up for Tax-Free Childcare" (Search for a childcare provider), "Find out more about Tax-Free Childcare for childcare providers" (Read the childcare provider guidance), "Find out more about Tax-Free Childcare and 30 hours free childcare for parents" (Read the parent guidance), and "Elsewhere on GOV.UK" (Tax credits, Universal Credit).

Parents can click "apply" and then will answer questions about their youngest child's age before being asked to sign in using their Government Gateway ID, which they will have received when they applied.

Once they've signed in using Government Gateway, they will then see the childcare account screen:

GOV.UK The childcare service

ALPHA This is a new service - your [feedback](#) will help us to improve it. [Get help](#) [Sign out](#)

Childcare service account

This is your childcare service account. Here you can manage your details and payments.

<p>Your Tax-Free Childcare account</p> <p>Childcare accounts Childcare providers Payments</p>	<p>30 hours free childcare</p> <p>View your 30 hours free childcare codes</p>	<p>Secure messages</p> <p>View messages about your application and account</p>
<p>Contact details</p> <p>Add, change and view</p>	<p>Reconfirmation</p> <p>Reconfirm your eligibility every 3 months. You'll next need to reconfirm on 23 April 2017</p>	<p>Security</p> <p>Reset your password, change and view your security challenge questions</p>
<p>New child application</p> <p>Submit an application for a new child</p>	<p>Your applications</p> <p>View or resubmit your previous application</p>	

They can click on “30 hours free childcare” to see their 30 hours eligibility code. These normally start with “500”.

They will also find this code in their “secure messages”. An example secure eligibility message looks like this (this would be populated with the information of a real parent).

Dear <Parent Forename >

30 hours free childcare application for <Forename and Surname of child>: next steps

Thank you for applying for 30 hours free childcare.

You're eligible for 30 hours per week of free childcare over 38 weeks of the year. It's possible to stretch your entitlement, by taking fewer hours over more weeks of the year.

Important information – may require action

- <eligibility code response>
- <eligibility code response>
- <eligibility code response>
- <eligibility code response>

The eligibility code for <Forename and Surname of child> is <child's eligibility code>.

This code is important as you'll need it to get your 30 hours free childcare. You can find the code in your childcare service account if you need it at a later date.

However, you can't use this code to claim 30 hours free childcare if your child is in reception. If your child has reached compulsory school age, they won't be eligible for free childcare.

What to do next

You should take your child's eligibility code to your childcare provider or local authority. Start with

There may be a small number of parents who have a temporary code, starting “11...” They will have been given this over the phone, and will receive a letter containing this from HMRC too.

If any parents are still struggling to access their account, please ask them to contact our call centre on 0300 123 4097.